



Commonwealth of Kentucky
Department for Medicaid Services
Division of Program Quality and Outcomes

Web-Based Provider Directory Validation Study
Summary Report – Final

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INTRODUCTION

As part of the newly founded Kentucky managed care system, validation of each managed care organization (MCO)'s web-based provider directory should be conducted by the external quality review organization (EQRO) to ensure information provided to members is consistent with the information that the MCOs report to the Kentucky Department for Medicaid Services (DMS).

In accordance with the Code of Federal Regulations (CFR) 42(4) § 438.10 (f) (6i), managed care enrollees have the right to access a listing of all providers who participate in the managed care plan. This listing is to contain contact information for each participating provider, as well as other pertinent information useful to enrollees including: address, phone number, languages spoken other than English, primary specialty and provider's panel status. MCOs are required to keep their provider directory current and accurate. The web directory must contain information as required by statute, regulation and the Medicaid contract.

The Web-Based Provider Directory Validation Study is one of a variety of activities performed to ensure enrollees are being provided accurate information regarding the providers comprising the health plans' provider networks. It is essential that enrollees have up-to-date and accurate information to enable them to contact their providers and schedule appointments that are timely and within easy access to their homes.

The objectives of this study were to determine the following:

- a) All providers included in the MCO provider file submission for each MCO are displayed in the web-based provider directory.
- b) Provider information published in the MCOs' web directories is consistent with the information reported in the MCO FILE and/or the provider network survey responses.

METHODOLOGY

In September 2015, the five Medicaid MCOs submitted to Island Peer Review Organization (IPRO) their most recent monthly provider data. The MCOs are CoventryCares/Aetna Better Health, Anthem Blue Cross and Blue Shield Medicaid, Humana-CareSource, Passport Health Plan and WellCare of Kentucky.

IPRO conducted a two-phase mailing to validate the accuracy of the MCO provider files for primary care providers (PCPs) and specialists participating with any of the five MCOs operating in Kentucky with a Medicaid product line. Survey responses were compared to information in the MCO FILE and an error rate was computed for each data element that is validated. The resulting report is the *Validation of Managed Care Provider Network Submissions: Audit Report, January 2016*. For this audit, a random sample of 100 PCPs and 100 specialists was drawn for each plan, resulting in a total sample size of 1,000 providers. These providers received a survey by mail asking them to validate their information based on the MCO provider file information. For this web validation study, a random sample of 50% of providers who responded to the survey was drawn, but no more than 50 providers from each MCO, i.e., 25 PCPs and 25 specialists. For CoventryCares/Aetna Better Health and Humana-CareSource; however, the high number of excluded surveys meant that a full sample of 50 providers could not be drawn. Reasons for exclusions included surveys that were undeliverable, providers no longer being present at the location reported in the provider file or providers no longer participating in the MCO's provider network.

The response rate summary for the provider network survey and the final sample size for the Web-Based Provider Directory Validation Study by MCO are presented in Table 1.

Table 1: Survey Response Rates and Sample Size

MCO	Provider Network Survey					Web Validation Sample Size
	Initial Sample Size	Undeliverable Surveys	Adjusted Sample Size	Returns	Response Rate	
CoventryCares/Aetna Better Health ¹	200	28	172	72	41.9%	44
Anthem Blue Cross and Blue Shield Medicaid	200	29	171	105	61.4%	50
Humana-CareSource ²	200	42	158	93	58.9%	48
Passport Health Plan	200	30	170	111	65.3%	50
WellCare of Kentucky	200	19	181	114	63.0%	50
Total	1,000	148	852	495	58.1%	242
All PCPs	500	60	440	265	60.2%	123
All specialists	500	88	412	230	55.8%	119

¹For CoventryCares/Aetna Better Health, the web validation sample was comprised of 25 PCPs and 19 specialists.

²For Humana-CareSource, the web validation sample was comprised of 23 PCPs and 25 specialists.

For each survey that was included in the web validation sample, the reported provider information was validated against the corresponding MCO's web directory within one week of receiving the survey response in order to minimize the chance that any differences were due to real provider information changes over time. Web-based directories were searched using the sampled providers' names.

A Microsoft Access database was developed by IPRO, which presented MCO provider data and provider network survey responses side by side. If the information published in the MCO's web directories matched either the MCO provider data or the provider's survey response, the information was considered accurate.

Pertinent provider information that was validated included:

- 1) Provider Name (Last Name, First Name),
- 2) Address (Address Line 1, Address Line 2, City, State, Zip Code),
- 3) Telephone Number,
- 4) Primary Specialty,
- 5) Provider Type (PCP or specialist),
- 6) Panel Status (Open or Closed), and
- 7) Languages Spoken by Provider/Staff.

Calculating Rates of Accuracy

The following accuracy rates were calculated:

- 1) Rate of Providers Found in Web Directory – This rate was calculated to identify the number of providers in the web validation sample that were found in the corresponding MCO's web-based directory. Sampled providers were searched by their first and last names in the web-based directory; therefore, this rate is equal to the accuracy rate of providers' names. It is defined as the number of providers in the validation sample that were found in the web directory, divided by the total number of providers in the validation sample.
- 2) MCO Overall Accuracy Rate – This rate identifies the number of providers in the validation sample that had accurate information when checked against the web-based directory. It is defined as the number of providers in the web validation sample that had accurate data reported for all the fields, divided by the total number of providers from the validation sample that were found in the web-based directory.
- 3) MCO Accuracy Rate by Field – This computes the accuracy rates (per field) reviewed. For each field, the rate is the number of providers in the web validation sample that had accurate data for a specific field, divided by the total number of providers from the validation sample that were found in the web-based directory.

Web Validation of Undeliverable Provider Network Surveys

As a sub analysis, a random sample of 30 providers (3 PCPs and 3 specialists from each MCO) was drawn from the pool of undeliverable provider network surveys for the purpose of validating the addresses of these providers against the addresses published in the MCO's web directory.

There were three outcomes observed in this sub analysis:

1. The provider was found in the web directory with the same address reported in the MCO's provider file.
2. The provider was found in the web directory with a different address reported in the MCO's provider file.
3. The provider could not be found in the web directory.

The results of the sub analysis can be found in Table 6.

RESULTS

As shown in Table 2, 97% of PCPs and 77% of specialists in the web validation sample were found in the web directories. CoventryCares/Aetna Better Health and WellCare of Kentucky had the lowest PCP match rates, where 23 out of the 25 (92%) sampled PCPs were found in the web directories. CoventryCares/Aetna Better Health had the lowest specialist match rate, where only 10 out of the 19 (53%) sampled specialists were found in the web directory. Appendix A shows the full listing of sampled providers that were not found in the web directories listed by MCO.

Table 2: Rate of Providers Found in Web Directory

Type of Provider	CoventryCares/Aetna Better Health		Anthem Blue Cross and Blue Shield Medicaid		Humana-CareSource		Passport Health Plan		WellCare of Kentucky		Total	
Primary care provider	n = 25		n = 25		n = 23		n = 25		n = 25		n = 123	
Found in web directory	23	92%	25	100%	23	100%	25	100%	23	92%	119	97%
Specialist	n = 19		n = 25		n = 25		n = 25		n = 25		n = 119	
Found in web directory	10	53%	18	72%	23	92%	18	72%	23	92%	92	77%

Table 3 shows each MCO's overall accuracy rate, which is the percentage of providers in the web validation sample that had consistent information reported for all fields between the web directories and the MCOs' provider files or the provider network survey. Note that the denominator has been adjusted for this rate to include only those providers that were found in the MCOs' web directories.

Overall, 80% of sampled PCPs across all the plans and 88% of sampled specialists had accurate information published in the web directories. CoventryCares/Aetna Better Health had the lowest overall accuracy rate for PCPs (74%) and the lowest overall accuracy rate for specialists (50%). Anthem Blue Cross and Blue Shield Medicaid had the highest accuracy rate for PCPs (88%), while Humana-CareSource had the highest accuracy rate for specialists (100%).

Table 3: Overall Accuracy Rates by MCO

Type of Provider	CoventryCares/Aetna Better Health	Anthem Blue Cross and Blue Shield Medicaid	Humana-CareSource	Passport Health Plan	WellCare of Kentucky	Total
Primary care provider	n = 23	n = 25	n = 23	n = 25	n = 23	n = 119
With accurate information	17	22	19	19	18	95
Accuracy rate	74%	88%	83%	76%	78%	80%
Specialist	n = 10	n = 18	n = 23	n = 18	n = 23	n = 92
With accurate information	5	16	23	15	22	81
Accuracy rate	50%	89%	100%	83%	96%	88%

The results of the web validation of each field are presented in Table 4. Table 5 shows the rate of accuracy for each field that was validated against the web directory. Appendix B is a listing of providers that were found to have inconsistent information listed between the web directories and the MCOs provider file and/or the provider network survey by field.

Table 4: Findings for Each Validation Field

Validation Field	Findings
Site Address	<p>High percentages of sampled PCPs and specialists across all the MCOs had consistent site addresses published in the web directories that were consistent with the site address found in the MCOs' provider files or the provider network survey. For sampled PCPs that were listed in the web directories, the vast majority (97%) had accurate addresses listed: Humana-CareSource and WellCare of Kentucky had accuracy rates of 100%, while Anthem Blue Cross and Blue Shield Medicaid and Passport Health Plan had a 96% accuracy rate. CoventryCares/Aetna Better Health had the lowest accuracy rate, for which 91% of listed addresses were correct.</p> <p>For specialists, there was a similar level of consistency (97%) among site addresses published in the web directories that were consistent with the MCOs provider file or the provider network survey: Anthem Blue Cross and Blue Shield Medicaid, Humana-CareSource and WellCare of Kentucky had a 100% accuracy rate. Passport Health Plan had a 94% accuracy rate, while CoventryCares/Aetna Better Health had the lowest accuracy rate at 80%.</p>
Telephone Number	<p>High percentages of sampled PCPs (94%) and specialists (95%) across all the MCOs had consistent telephone numbers listed in the web directories and the MCOs provider file or the provider network survey.</p> <p>Humana-CareSource and WellCare of Kentucky had the highest accuracy rate of 100% for both PCPs and specialists. Anthem Blue Cross and Blue Shield Medicaid also had an accuracy rate of 100% for specialists.</p>
Primary Specialty	<p>All the MCOs had an accuracy rate of 100% with regard to the accuracy of primary specialties for PCPs listed in the web directories and the MCOs provider file or the provider network survey with the exception of Passport Health Plan, which had an accuracy rate of 92%.</p> <p>All the MCOs had an accuracy rate of 100% with regard to the accuracy of primary specialties for specialists listed in the web directories and the MCOs provider file or the provider network survey.</p>
Provider Type	All PCPs and specialists in the validation sample had the same provider type listed in the web directories as in the MCOs provider file or the provider network survey.
Panel Status	<p>Ninety percent of the PCPs from the validation sample had the same panel status information published in the web directories as in the MCOs provider file or the provider network survey. CoventryCares/Aetna Better Health, Anthem Blue Cross and Blue Shield Medicaid and Passport Health Plan had a 96% accuracy rates, followed by Humana-CareSource with an accuracy rate of 83% and WellCare of Kentucky with the lowest accuracy rate (78%).</p> <p>Note: For Anthem Blue Cross and Blue Shield Medicaid, the web directory contained a check box to search for providers who are "accepting new patients." The MCO also noted that, "this information is reported by the doctor directly and updated as reported for each plan. To ensure accurate results, make sure you have a plan selected when using this option."</p> <p>Note: Panel status was not validated for specialists, since the MCOs provider file data requires this field for PCPs only.</p>
Languages Spoken – Spanish	The majority of PCPs (98%) and specialists (96%) in the validation sample, who had Spanish listed as one of the other languages spoken in the MCOs provider file or the provider network survey, had consistent information published in the web directories.
Languages Spoken – other	High percentages of PCPs (99%) and specialists (99%) in the validation sample that had other spoken languages listed in the MCOs provider file or the provider network survey had consistent information published in the web directories.

Table 5: Accuracy Rates by Field

Accuracy Rates by Web Field	CoventryCares/Aetna Better Health	Anthem Blue Cross and Blue Shield Medicaid	Humana- CareSource	Passport Health Plan	WellCare of Kentucky	Total
Site address						
PCP	n = 23	n = 25	n = 23	n = 25	n = 23	n = 119
With accurate information	21	24	23	24	23	115
Accuracy rate	91%	96%	100%	96%	100%	97%
Specialist	n = 10	n = 18	n = 23	n = 18	n = 23	n = 92
With accurate information	8	18	23	17	23	89
Accuracy rate	80%	100%	100%	94%	100%	97%
Telephone number						
PCP	n = 23	n = 25	n = 23	n = 25	n = 23	n = 119
With accurate information	19	23	23	24	23	112
Accuracy rate	83%	92%	100%	96%	100%	94%
Specialist	n = 10	n = 18	n = 23	n = 18	n = 23	n = 92
With accurate information	6	18	23	17	23	87
Accuracy rate	60%	100%	100%	94%	100%	95%
Primary specialty						
PCP	n = 23	n = 25	n = 23	n = 25	n = 23	n = 119
With accurate information	23	25	23	23	23	117
Accuracy rate	100%	100%	100%	92%	100%	98%
Specialist	n = 10	n = 18	n = 23	n = 18	n = 23	n = 92
With accurate information	10	18	23	18	23	92
Accuracy rate	100%	100%	100%	100%	100%	100%
Provider type						
PCP	n = 23	n = 25	n = 23	n = 25	n = 23	n = 119
With accurate information	23	25	23	25	23	119
Accuracy rate	100%	100%	100%	100%	100%	100%
Specialist	n = 10	n = 18	n = 23	n = 18	n = 23	n = 92
With accurate information	10	18	23	18	23	92
Accuracy rate	100%	100%	100%	100%	100%	100%
Panel status						
PCP	n = 23	n = 25	n = 23	n = 25	n = 23	n = 119
With accurate information	22	24	19	24	18	107
Accuracy rate	96%	96%	83%	96%	78%	90%
Specialist ¹						

Accuracy Rates by Web Field	CoventryCares/Aetna Better Health	Anthem Blue Cross and Blue Shield Medicaid	Humana-CareSource	Passport Health Plan	WellCare of Kentucky	Total
With accurate information						
Accuracy rate						
Language spoken – Spanish						
PCP	n = 23	n = 25	n = 23	n = 25	n = 23	n = 119
With accurate information	23	25	23	22	23	116
Accuracy rate	100%	100%	100%	88%	100%	98%
Specialist	n = 10	n = 18	n = 23	n = 18	n = 23	n = 92
With accurate information	10	16	23	16	23	88
Accuracy rate	100%	89%	100%	89%	100%	96%
Language spoken – other						
PCP	n = 23	n = 25	n = 23	n = 25	n = 23	n = 119
With accurate information	22	25	23	25	23	118
Accuracy rate	96%	100%	100%	100%	100%	99%
Specialist	n = 10	n = 18	n = 23	n = 18	n = 23	n = 92
With accurate information	10	18	23	18	22	91
Accuracy rate	100%	100%	100%	100%	96%	99%

¹Panel status for specialists is not applicable (grey shade).

PCP: primary care provider.

Table 6 displays the results of the subanalysis, which validated the names and addresses of providers whose surveys were returned as undeliverable, against the information published in the web directories. According to Table 1, 148 out of the 1,000 (14.8%) surveys mailed for the provider network audit were returned as undeliverable. For this subanalysis, 30 were sampled from this pool of undeliverable surveys.

Sixty-seven percent (20/30) of these “undeliverables” had the same addresses published in the MCO web directories (Table 6). Since these surveys were undeliverable by the US Postal Service, we assume these addresses were incorrect for these providers. The MCO FILE data is from the September 2015 submission, while the web validation of the undeliverable provider network survey was conducted in October 2015, which means that there is a delay between the time that the provider changed location, for example, and the time that this information is received by the MCOs and, subsequently, reflected in the web directories.

Only three of the 30 providers (10%) among the undeliverable surveys were found in the web directory listed with a different address, and seven of the 30 (23%) providers among the undeliverable surveys could not be found in the web directory (Table 6).

The full listing of the 30 sampled undeliverable surveys can be found in Appendix C.

Table 6: Web Validation of Undeliverable Provider Network Surveys

MCO	In Web Directory Same Address		In Web Directory Different Address		Not in Web Directory		Total
CoventryCares/Aetna Better Health	3	50%	0	0%	3	50%	6

Anthem Blue Cross and Blue Shield Medicaid	3	50%	1	17%	2	33%	6
Humana-CareSource	6	100%	0	0%	0	0%	6
Passport Health Plan	3	50%	1	17%	2	33%	6
WellCare of Kentucky	5	83%	1	17%	0	0%	6
Validation outcome total	20	67%	3	10%	7	23%	30

LIMITATIONS

1. The validation study sample only includes providers that responded to the provider network survey and, therefore, does not take into account the entire population of providers in the MCOs' provider files.
2. The validation study considers the provider information "accurate" if the information listed in the web directory matches either the MCO's provider file dataset or the provider network survey, which means that the accuracy rates may be slightly inflated.
3. The methodology mentioned above also means that there is no measure of the rate of accuracy of the web directories with respect to the MCOs' provider files and the provider network survey separately.
4. The small number of providers in the validation sample means that the rates should be interpreted with caution.

RECOMMENDATIONS

Based on the findings of this validation study, IPRO recommends:

DMS:

- 1) Follow up with MCOs to ensure that any inaccuracies in provider information from this validation study and the provider network survey are corrected, and those corrections are reflected in the MCOs' provider files and the web directories.
- 2) Work with MCOs to enhance the accuracy and completion of critical fields in the MCO provider files, especially with respect to phone numbers, addresses and languages spoken.
- 3) Work with MCOs to enhance the accuracy of the web directories, emphasizing the importance of ensuring that the members have access to the most up-to-date provider information online.

IPRO:

- 1) Create a measure that would indicate whether the web directory information is more consistent with the MCOs' provider files or the provider network survey. Since the provider network survey provides us with the most up-to-date information on these providers, if it is observed that the web directories are more consistent with the provider network survey responses than with the MCOs' provider files, it is a positive indication that the web directories are kept up-to-date, even more so than the data source of the MCOs' provider files. Conversely, if we observe that the web directory information is more consistent with the MCOs' provider files, it is an indication that the MCOs have to improve on keeping the web directories and other systems updated with the most current information on their provider network.

APPENDIX A: Listing of Sampled Providers not Found in the MCO Web-Based Directories

CoventryCares/Aetna Better Health

MCO ¹	Type	NPI	Name	Address Line 1	Address Line 2	City	State	Zip Code	Phone	Specialty
Aetna	PCP	1215922133	NUNLEY, DIANA	4 SHERIDAN SQ	STE 200	KINGSPORT	TN	37660	(423) 246-7931	Internist
Aetna	PCP	1275618688	WELLER, GISELLE	2751 O VARSITY WAY		CINCINNATI	OH	45221	(513) 556-2564	General Pediatrician
Aetna	Spec	1669683959	CAVALIERI, ANTHONY	5899 HARRISON AVE	ML 6011	CINCINNATI	OH	45248	(513) 803-8100	Psychiatrist
Aetna	Spec	1205805272	CHILES, MELISSA	139 FOX RD	STE 204	KNOXVILLE	TN	37922	(865) 474-9245	Pathologist
Aetna	Spec	1598143844	GERARD, ANNA A	1720 NICHOLASVILLE RD	STE 601	LEXINGTON	KY	40503	(859) 277-5887	Physician Assistant
Aetna	Spec	1861464828	HANSBROUGH, EUGENE	201 PARK ST		BOWLING GREEN	KY	42101	(270) 780-2497	Orthopedic Surgeon
Aetna	Spec	1265550776	HILL, CAROL	3333 BURNET AVE	ANESTHESIA ML 2001	CINCINNATI	OH	45229	(513) 636-7686	Nurse Practitioner (Other)
Aetna	Spec	1215276894	LARSON, KRISTIN	1100 E MARKET ST		LOUISVILLE	KY	40206	(502) 596-1040	Audiologist
Aetna	Spec	1336177104	NABER, WILLIAM	234 GOODMAN ST	BARRETT CANCER CTR	CINCINNATI	OH	45219	(513) 584-8500	Emergency Medicine Practitioner
Aetna	Spec	1972844546	OGG, STEPHEN	3333 BURNET AVE	PED GENERAL & THORACIC SURG ML 2023	CINCINNATI	OH	45229	(513) 636-4371	Nurse Practitioner (Other)
Aetna	Spec	1639267826	PETIT, CYNTHIA	3333 BURNET AVE	ANESTHESIA ML 2001	CINCINNATI	OH	45229	(513) 636-7686	Nurse Practitioner (Other)

Anthem Blue Cross and Blue Shield Medicaid

MCO ¹	Type	NPI	Name	Address Line 1	Address Line 2	City	State	Zip Code	Phone	Specialty
Anthem	Spec	1124432075	BOWLDS, AUDREY	2520 REGENCY RD	STE 150	LEXINGTON	KY	40503	(859) 224-0834	Speech-Language Pathologist
Anthem	Spec	1558361683	HUELSMAN, DAVID	3147 GLENDALE MILFORD RD		CINCINNATI	OH	45241	(513) 247-8810	Radiologist
Anthem	Spec	1407900830	JEFFRIES, JOHN	317 MAIN ST		WILLIAMSBURG	KY	40769	(606) 549-5300	General Dentistry Practitioner
Anthem	Spec	1164457321	RANDALL, TERRY	175 MEDPARK DR		SOMERSET	KY	42503	(606) 679-1761	Physical Therapist
Anthem	Spec	1366590721	RAYMOND, ANN	2412 GREATSTONE PT		LEXINGTON	KY	40504	(859) 224-4081	Physical Therapist

MCO ¹	Type	NPI	Name	Address Line 1	Address Line 2	City	State	Zip Code	Phone	Specialty
Anthem	Spec	1285901264	SCOTT, LAURA	428 HUSTONVILLE ST		CLEMENTSVILLE	KY	42539	(606) 787-2688	General Dentistry Practitioner
Anthem	Spec	1891118253	SUTTON, DANIEL	208 BEVINS LN STE F		GEORGETOWN	KY	40324	(502) 863-4242	Physical Therapist

Humana-CareSource

MCO ¹	Type	NPI	Name	Address Line 1	Address Line 2	City	State	Zip Code	Phone	Specialty
Humana	Spec	1730317199	DAVIS, ERIN	1 AUDUBON PLAZA DR		LOUISVILLE	KY	40217	(502) 636-7111	Anesthesiologist
Humana	Spec	1508809534	STANBERRY, CARL	131 SAUNDERSVILLE RD	STE 160	HENDERSONVILLE	TN	37075	(615) 824-3737	Anesthesiologist

Passport Health Plan

MCO ¹	Type	NPI	Name	Address Line 1	Address Line 2	City	State	Zip Code	Phone	Specialty
Passport	Spec	1790840171	ARMSTRONG, NEIL	425 LEWIS HARGETT CIRCLE		LEXINGTON	KY	40503	(859) 268-1030	Anesthesiologist
Passport	Spec	1295998581	BRYANT, ADAM	217 S 3RD ST		DANVILLE	KY	40422	(859) 239-1000	Radiologist
Passport	Spec	1447234141	CAPLAN, STUART	210 25TH AVE NORTH	STE 602	NASHVILLE	TN	37203	(615) 312-0600	Radiologist
Passport	Spec	1912099532	HUCKABY, JANET	ADAIR CLINIC	200 E FRAZIER AVE	COLUMBIA	KY	42728	(270) 384-4719	Licensed Professional Clinical Counselor
Passport	Spec	1336272319	NASIR, IMRAN	1850 BLUEGRASS AVE		LOUISVILLE	KY	40215	(502) 367-3360	General Practitioner
Passport	Spec	1669531836	STALLWORTH, JOHN	10820 PARKSIDE DR		KNOXVILLE	TN	37934	(999) 999-9999	Radiologist
Passport	Spec	1457435505	WALMSLEY, PAUL	425 LEWIS HARGETT CIR		LEXINGTON	KY	40503	(859) 268-1030	General Practitioner

WellCare of Kentucky

MCO ¹	Type	NPI	Name	Address Line 1	Address Line 2	City	State	Zip Code	Phone	Specialty
WellCare	PCP	1790782753	ENDICOTT, JAMES	108 MINGO ST		KERMIT	WV	25674	(304) 393-4303	Family Practitioner
WellCare	PCP	1477573467	PERO, MARY	2750 BEEKMAN ST		CINCINNATI	OH	45225	(513) 541-4500	General Pediatrician
WellCare	Spec	1629085949	LISNER, BLAINE	3707 CHAMBERLAIN LN	STE 101	LOUISVILLE	KY	40241	(502) 426-9200	Neurologist
WellCare	Spec	1689638611	PINO, EDUARDO	1600 MEDICAL CENTER DR	STE 3500	HUNTINGTON	WV	25701	(304) 691-1300	Emergency Medicine Practitioner

¹Some fields that appear in all uppercase letters in databases have been modified in letter case to better fit the page; content or spelling has not been altered.

APPENDIX B: Listing of Providers with Inconsistent Information in the MCOs' Provider Files/Provider Network Survey and the Web-Based Provider Directories

1) SITE ADDRESS

CoventryCares/Aetna Better Health

MCO	Type	NPI	Name	MCO FILE Address	Survey Address	Web Address
Aetna	PCP	1649430778	BOONE, TERRY	131 HOSPITAL DR, SALEM, KY, 42078	131 HOSPITAL DR, SALEM, KY, 42078	141 HOSPITAL DR, SALEM, KY, 42078
Aetna	PCP	1891074282	HALL, TERRI	1279 OLD ABBOTT MOUNTAIN RD, PRESTONSBURG, KY, 41653	1279 OLD ABBOTT MOUNTAIN RD, PRESTONSBURG, KY, 41653	1238 MIDDLE FORK RD, INEZ, KY, 41224
Aetna	Spec	1326092446	SCHAFER, JEREMY	520 S MAIN ST, BROWNSVILLE, KY, 42210	520 S MAIN ST, BROWNSVILLE, KY, 42210	210 S MAIN ST, BROWNSVILLE, KY, 42210
Aetna	Spec	1306813852	WONG, LESLEY	740 S LIMESTONE ST, LEXINGTON, KY, 40536	740 S LIMESTONE ST, LEXINGTON, KY, 40536	740 S LIMESTONE ST, LEXINGTON, KY, 40508

Anthem Blue Cross and Blue Shield Medicaid

MCO	Type	NPI	Name	MCO FILE Address	Survey Address	Web Address
Anthem	PCP	1124442140	BESS, MELINDA	31 MARK SHOPVILLE RD, SOMERSET, KY, 42503	31 MARK SHOPVILLE RD, SOMERSET, KY, 42503	7238 W HIGHWAY 80, NANCY, KY, 42544

Passport Health Plan

MCO	Type	NPI	Name	MCO FILE Address	Survey Address	Web Address
Passport	PCP	1831124908	SALISBURY, JULIE	1000 BRECKENRIDGE ST STE 401, OWENSBORO, KY, 42303	811 EAST PARRISH AVENUE, OWENSBORO, KY, 42303	5031 FREDERICA ST, OWENSBORO, KY, 42301
Passport	Spec	1043225840	RASHADA, YUSUF	1305 N ELM ST, HENDERSON, KY, 42420	1305 N ELM ST, HENDERSON, KY, 42420	920 FREDERICA ST, OWENSBORO, KY, 42301

2) TELEPHONE NUMBER

CoventryCares/Aetna Better Health

MCO	Type	NPI	Name	MCO FILE Phone	Survey Phone	Web Phone
Aetna	PCP	1649430778	BOONE, TERRY	(270) 988-2299		(270) 988-3298
Aetna	PCP	1104185511	BUCHANAN, SHEENA	(270) 825-7200		(270) 825-7295
Aetna	PCP	1184767196	CRADDOCK, JOHN	(270) 651-1111		(270) 651-9755
Aetna	PCP	1891074282	HALL, TERRI	(606) 886-1260		(606) 298-4000
Aetna	Spec	1922090075	BRENEMAN, JOHN	(513) 584-8500		(513) 584-4775
Aetna	Spec	1023010279	CONNOLLY, MATTHEW	(859) 301-2663		(859) 441-0534
Aetna	Spec	1487773842	HAGAMAN, JARED	(859) 239-5870		(859) 239-5860
Aetna	Spec	1306813852	WONG, LESLEY	(859) 323-0303		(859) 257-1000

Anthem Blue Cross and Blue Shield Medicaid

MCO	Type	NPI	Name	MCO FILE Phone	Survey Phone	Web Phone
Anthem	PCP	1124442140	BESS, MELINDA	(606) 485-4553		(606) 636-4214
Anthem	PCP	1588658272	NICKS, GREGG	(270) 781-3910		(270) 781-5111

Passport Health Plan

MCO	Type	NPI	Name	MCO FILE Phone	Survey Phone	Web Phone
Passport	PCP	1831124908	SALISBURY, JULIE	(270) 691-8040		(270) 686-1399
Passport	Spec	1043225840	RASHADA, YUSUF	(270) 631-2395		(270) 689-4001

3) PRIMARY SPECIALTY

Passport Health Plan

MCO	Type	NPI	Name	MCO FILE Primary Specialty	Survey Primary Specialty	Web Primary Specialty
Passport	PCP	1376704528	HARRIS, SPENCER	Osteopathy		Family Practice
Passport	PCP	1326029067	HUGHES, JOYCE	General Practitioner		Pediatrics

All of the specialists in the validation sample had accurate information listed in the web directories.

4) PROVIDER TYPE

All of the providers and specialists in the validation sample had accurate information listed in the web directories.

5) PANEL STATUS

CoventryCares/Aetna Better Health

MCO	Type	NPI	Name	MCO FILE Panel	Survey Panel	Web Panel
Aetna	PCP	1710976352	GARDNER, KENNETH	Open		Closed

Anthem Blue Cross and Blue Shield Medicaid

MCO	Type	NPI	Name	MCO FILE Panel	Survey Panel	Web Panel
Anthem	PCP	1578529665	PRICE, SONDRRA	Closed		Open

Humana-CareSource

MCO	Type	NPI	Name	MCO FILE Panel	Survey Panel	Web Panel
Humana	PCP	1952341588	BRIONES, VOLTAIRE	Closed		Open
Humana	PCP	1497799514	HAMMER, ROBERT	Closed		Open
Humana	PCP	1871863852	HOLDERMAN, AARON	Open		Closed
Humana	PCP	1447215041	SWIFT, JAMES	Open		Closed

Passport Health Plan

MCO	Type	NPI	Name	MCO FILE Panel	Survey Panel	Web Panel
Passport	PCP	1831124908	SALISBURY, JULIE	Closed		Open

WellCare of Kentucky

MCO	Type	NPI	Name	MCO FILE Panel	Survey Panel	Web Panel
WellCare	PCP	1740210160	BOLLING, CHRISTOPHER	Closed		Unknown panel status
WellCare	PCP	1851483291	BRADLEY, JEREMY	Closed		Unknown panel status
WellCare	PCP	1649251349	CARRICO, JUDY	Closed		Unknown panel status
WellCare	PCP	1710020474	KELLIE, LAURA	Closed		Unknown panel status
WellCare	PCP	1265585731	THOMPSON, ELIOT	Closed		Unknown panel status

6) LANGUAGE SPOKEN: SPANISH

Anthem Blue Cross and Blue Shield Medicaid

MCO	Type	NPI	Name	MCO FILE Spanish	Survey Spanish	Web Spanish
Anthem	Spec	1780783183	ENNIS, GREGORY G		Yes	No
Anthem	Spec	1831326552	GAMBRELL, JONATHAN		Yes	No

Passport Health Plan

MCO	Type	NPI	Name	MCO FILE Spanish	Survey Spanish	Web Spanish
Passport	PCP	1427220912	BULLOCK, MARIA		Yes	No
Passport	PCP	1417155953	JOHNSON, STEPHEN		Yes	No
Passport	PCP	1235292343	KNIGHT, JOEL		Yes	No
Passport	Spec	1194820035	SMITH, LESTER		Yes	No
Passport	Spec	1134113418	TSAI, TSU-MIN		Yes	No

7) LANGUAGE SPOKEN: OTHER

CoventryCares/Aetna Better Health

MCO	Type	NPI	Name	MCO FILE Lang 1	MCO FILE Lang 2	MCO FILE Lang 3	MCO FILE Lang 4	Survey Lang 1	Survey Lang 2	Survey Lang 3	Survey Lang 4	Web Lang 1	Web Lang 2	Web Lang 3	Web Lang 4
Aetna	PCP	1093812489	MACARIOLA JR., DEMETRIO R		Filipino										

WellCare of Kentucky

MCO	Type	NPI	Name	MCO FILE Lang 1	MCO FILE Lang 2	MCO FILE Lang 3	MCO FILE Lang 4	Survey Lang 1	Survey Lang 2	Survey Lang 3	Survey Lang 4	Web Lang 1	Web Lang 2	Web Lang 3	Web Lang 4
WellCare	Spec	1689843518	AHMED, MUSHTAQUE		Bengali										

APPENDIX C: Results of the Web Validation of Undeliverable Surveys

MCO ¹	Type	NPI	Name	MCO FILE Address Line 1	MCO FILE Address Line 2	MCO FILE City	MCO FILE State	MCO FILE ZIP	MCO FILE Phone Number	Validation Date	Validation Status
Aetna	PCP	1528006376	SMITH, GRAHAM G	615 OLD SYMSONIA RD		BENTON	KY	42025	(270) 527- 4850	12/28/2015	Not Found in Web Directory
Aetna	PCP	1710034517	STENNER, SHANE	3098 CAMPBELL STATION PKWY		SPRING HILL	TN	37174	(615) 302- 1111	12/28/2015	In Web Directory
Aetna	PCP	1164468906	HINES, TIFFANY	2800 OPRYLAND DR	STAR SERVICES CENTER	NASHVILLE	TN	37214	(615) 458- 1911	12/28/2015	In Web Directory
Aetna	Spec	1154302388	KENNEDY, COLLEEN	238 BARNES RD		WILLIAMSTOWN	KY	41097	(859) 824- 8104	12/28/2015	In Web Directory
Aetna	Spec	1205079803	JOYCE, LINDSAY	1903 W HEBRON LN		SHEPHERDSVILLE	KY	40165	(502) 631- 9900	12/28/2015	Not Found in Web Directory
Aetna	Spec	1730346008	COOK, LINDSEY	1720 NICHOLASVILLE RD	STE 601	LEXINGTON	KY	40503	(859) 277- 5887	12/28/2015	Not Found in Web Directory
Anthem	PCP	1356528673	WETHERTON, ANGELA	1941 BISHOP LN	STE 900	LOUISVILLE	KY	40218	(502) 852- 6684	12/28/2015	Not Found in Web Directory
Anthem	PCP	1619968013	PUNNETT, MICHAEL	2312 HIKES LN		LOUISVILLE	KY	40218	(502) 479- 7229	12/28/2015	In Web Directory
Anthem	PCP	1790090504	FIZER, TED	1995 EDSSEL LN		CORYDON	IN	47112	(812) 738- 1899	12/28/2015	Not Found in Web Directory
Anthem	Spec	1588694350	GREINER, ALSON	6350 GLENWAY AVE		CINCINNATI	OH	45211	(513) 221- 1100	12/28/2015	In Web Directory
Anthem	Spec	1174688097	ELLIOTT, JAMES	13210 SHELBYVILLE RD		MIDDLETOWN	KY	40223	(502) 244- 9198	12/28/2015	In Web Directory - Different Address
Anthem	Spec	1679705479	CRON, KIMBERLY	310 S LIMESTONE		LEXINGTON	KY	40508	(859) 252- 6612	12/28/2015	In Web Directory
Humana	PCP	1154613768	DEBUSK, ABIGAIL	3061 FIELDSTONE WAY		LEXINGTON	KY	40513	(859) 296- 9900	12/28/2015	In Web Directory
Humana	PCP	1437129855	CAUDILL, GEORGE	1893 REDFOX RD		REDFOX	KY	41847	(606) 642- 3250	12/28/2015	In Web Directory

MCO ¹	Type	NPI	Name	MCO FILE Address Line 1	MCO FILE Address Line 2	MCO FILE City	MCO FILE State	MCO FILE ZIP	MCO FILE Phone Number	Validation Date	Validation Status
Humana	PCP	1801864822	WILLOBY, MICHELLE	1500 JAMES SIMPSON JR WAY	STE 201	COVINGTON	KY	41011	(859) 655- 4111	12/28/2015	In Web Directory
Humana	Spec	1982694774	KORBIN, CRAIG	811 E PARRISH AVE		OWENSBORO	KY	42303	(270) 688- 2000	12/28/2015	In Web Directory
Humana	Spec	1467426940	JAIYEOLA, REMI R.	1532 LONE OAK RD		PADUCAH	KY	42003	(270) 538- 5772	12/28/2015	In Web Directory
Humana	Spec	1831190750	BERNARDON, STEPHEN	1 MEDICAL VILLAGE DR		EDGEWOOD	KY	41017	(859) 301- 2250	12/28/2015	In Web Directory
Passport	PCP	1194760025	FEINBERG, GAIL	2420 ARGILLITE RD	STE B	FLATWOODS	KY	41139	(606) 836- 3900	12/28/2015	In Web Directory - Different Address
Passport	PCP	1578862033	BENTLEY, JOSHUA	5100 OUTER LOOP		LOUISVILLE	KY	40219	(502) 968- 6226	12/28/2015	In Web Directory
Passport	PCP	1558314070	LIPINSKI, LORI	503 5TH AVE		CALVERT CITY	KY	42029	(270) 395- 5388	12/28/2015	In Web Directory
Passport	Spec	1013953678	FRAZIER, KIMBERLY	4000 KRESGE WAY		LOUISVILLE	KY	40207	(502) 259- 5391	12/28/2015	Not Found in Web Directory
Passport	Spec	1326192386	WATERHOUSE, MAURINE	3 AUDUBON PLAZA DR		LOUISVILLE	KY	40217	(502) 635- 1550	12/28/2015	In Web Directory
Passport	Spec	1679779805	HOUSMAN, WILLIAM	309 11TH ST		CARROLLTON	KY	41008	(502) 732- 3241	12/28/2015	Not Found in Web Directory
WellCare	PCP	1568458586	DONOVAN, ANDREW	1425 STATE ST	STE 100	NEW ALBANY	IN	47150	(812) 945- 2229	12/28/2015	In Web Directory - Different Address
WellCare	PCP	1871703678	JERARDI, KAREN	3050 MACK RD		FAIRFIELD	OH	45014	(513) 636- 8259	12/28/2015	In Web Directory
WellCare	PCP	1407149727	BOGGS, PATRICIA	1893 REDFOX RD		REDFOX	KY	41847	(606) 642- 3250	12/28/2015	In Web Directory
WellCare	Spec	1245373158	SETTLES, DANA	6801 DIXIE HIGHWAY	STE 130	LOUISVILLE	KY	40258	(502) 361- 6617	12/28/2015	In Web Directory
WellCare	Spec	1548321607	DOCK, MURRAY	3050 MACK ROAD	OUTPATIENT FAIRFIELD	FAIRFIELD	OH	45014	(513) 636- 6400	12/28/2015	In Web Directory
WellCare	Spec	1144216318	DESAI, SUVAS	200 MEDICAL CENTER DR		HAZARD	KY	41701	(606) 439- 6782	12/28/2015	In Web Directory

¹Some fields that appear in all uppercase letters in databases have been modified in letter case to better fit the page; content or spelling has not been altered.